



With compassion, integrity and vision the Case Management Department will be your guide while at McLaren Flint.

Welcome

Welcome to McLaren Flint. The Case Management Department is here to help you with your hospital discharge and help you navigate through the medical environment. We will work with you and your physician[s] to monitor and arrange your continued care needs. It is our goal to make your stay here as comfortable as possible.

Specific Services Available

- Medical Equipment
- Hospital to Hospital Transfer
- Home Care Services – Your Case Manager can provide you with a list of home care providers.
- Bridging Communication between Family and Physicians
- Promote Quality of Care
- Patient, Family Advocate
- Counseling
- Problem Solving
- Community Referrals and Resources
- Community Placement
- Education

Retail Outpatient Pharmacy

(located on the first floor adjacent to the main lobby)

Mon - Fri 7:30 am – 8:00 pm

Sat 9:00 am – 4:00 pm

Sun Closed

Closed on Holidays

Hart Medical

(located on the first floor adjacent to the main lobby)

Mon - Fri 9:00 am – 5:00 pm

Sat 10:00 am – 2:00 pm

Sun Closed

Closed on Holidays



FLINT

Case Management
401 South Ballenger Highway · Flint, MI 48532

(810) 342 2375

mclaren.org

Case Management

Building Bridges Together



FLINT

The Patient's Spokesperson

It is important that as a patient you have someone designated as a spokesperson for any decisions related to your healthcare needs if necessary. Case Management/Social Work Services are available on each unit. We may be reached by asking for help at your Nurse's Station or you or your spokesperson may call the main office at phone number (810) 342-2375. Our office hours are from 8:00 am - 5:00 pm Monday through Friday. We are located on the 4th floor in the South Tower.

Team Functions

We are a team of professionals that begin looking at your discharge needs upon admission. We assist in all areas to help with your transition to the next level of care during your hospital stay. This collaborative effort will reduce potential readmissions to the hospital.

Leadership Team

Denyatta Henry, MBA, RN, CCS, CCDS
Director of Case Management Department

Cherie Payne, BSN, RN Manager,
Case Management Department

Ann Martin, BSN, RN
Care Transitions Coordinator

Janet Popp, MSW
Lead Social Worker

Case Manager

Each unit has a specially trained Case Manager who is a Registered Nurse who is able to coordinate and monitor patient centered care activities throughout your hospital stay. The Case Manager collaborates with multidisciplinary team members

to evaluate, develop, and implement discharge plans according to needs. We will provide a bridge between the hospital and home.

Social Work

Assists with legal forms, the adoption process, and identification of concerns related to abuse or neglect. We will also assist with community placements and provide counseling and referrals for end of life matters, emotional and crisis support.

Care Transitions Coordinator

Provides readmission prevention and intervention support to our patients. Helps to identify patients at risk of readmission within 30 days and creates follow up plan/interventions. Collaborates with inpatient and outpatient community healthcare teams to facilitate safe transitions to the next level of care. The primary focus is patients with Medicare fee for service insurance coverage with the Diagnosis of Heart Failure and Acute Myocardial Infarction (AMI). McLaren Home Group, a subsidiary of McLaren Health Care, offers these services. Many other home care agencies are also available. You have a choice in your home care provider.

Assistants

When you enter the Case Management Department, the case management specialist and administrative assistants greet you. Our goal is to be the last call you make to get to the right person who can assist you in your needs.